



Town of Ridgefield
Department of Public Works

POLICY STATEMENT
WINTER MAILBOX DAMAGE

Mailboxes and their posts are the responsibility of the individual homeowner to maintain, within the specifications set forth in the [guidelines for installation](#).

During a storm, when roads are being plowed, snow or ice may hit mailboxes. Please make sure that your mailbox is firmly attached (see guidelines) to your post and that the post is not rotted. Damage to the mailbox and/or post from snow thrown from Town of Ridgefield (Town) snow plows is not the town's responsibility. Therefore, the Town is not liable and does not pay claims for mailboxes or posts that are damaged due to their inability to withstand the force of plowed snow. Homeowners have the sole responsibility of repair or replacement.

If a mailbox and/or post are physically struck by a snow plow blade or some portion of the truck, then the town will repair or replace the damaged item at our discretion (conformity to guidelines for installation of a mailbox and/or post will be considered). Homeowners must notify the Highway Department (203) 431-2748 within seven (7) days from the date of the storm to be eligible for repair or replacement. Decorator or custom mailboxes or posts that receive direct contact from snow removal equipment will be replaced with a standard mailbox and/or post.

The process to determine if your mailbox and/or post were physically struck will include the following:

1. Physical condition of box and/or post - if it was physically struck it will be very obvious
2. Position of box and/or post in relation to the line which the plow traveled along the road edge
3. Evidence of plow or truck leaving the surface of the road, curbing or lawn damage, tire marks off the road surface, paint marks on box or post
4. Review of evidence of damage resulting from an unknown source. This could include private contractors plowing driveways, delivery trucks, out of control cars, etc.

If it is determined that the town is responsible for the damage, the town will repair or replace your mailbox and/or post as soon as possible. Temporary repairs may have to be performed for your mail to be delivered. Ground conditions may warrant a delay until spring to install post replacements.

If you have any questions, please feel free to contact the Department of Public Services, Highway Department at (203) 431-2748 or via email at highway@ridgefieldct.org.